



OneView Administration

Orders and Invoices Management Guide

2021

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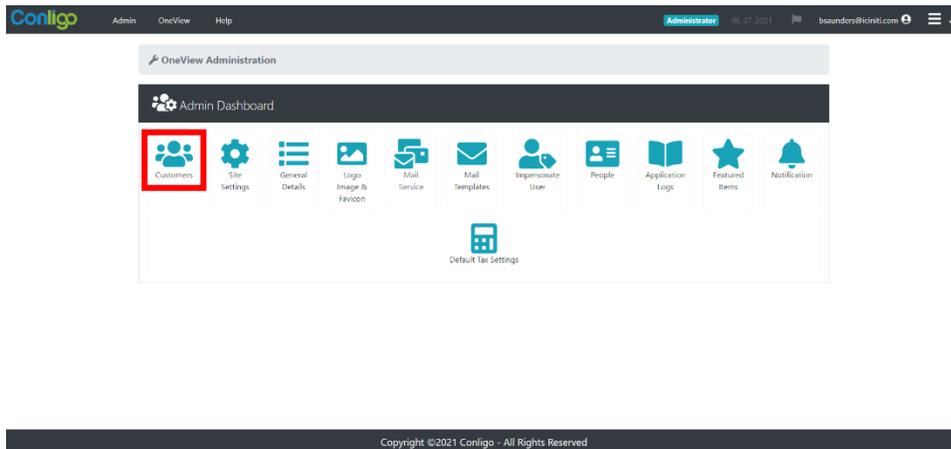
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Introduction

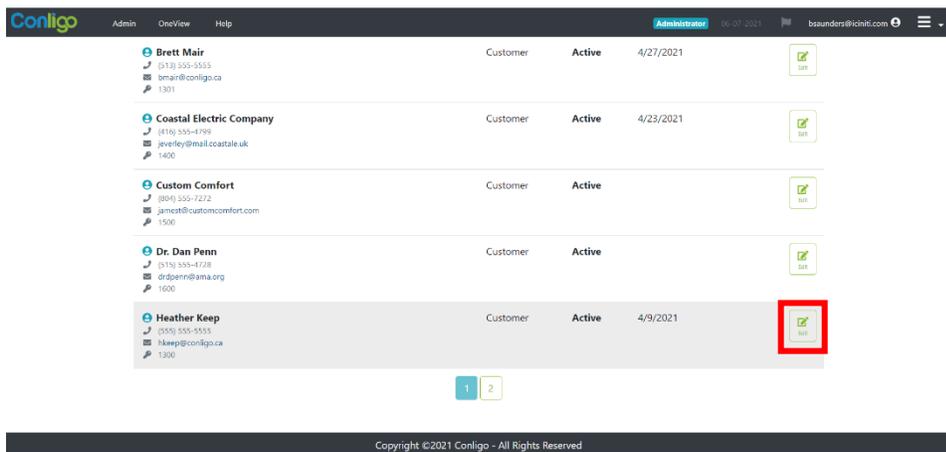
The purpose of this guide is to assist OneView administrators with managing orders placed using the OneView Customer Portal ordering feature.

OneView Order Placement

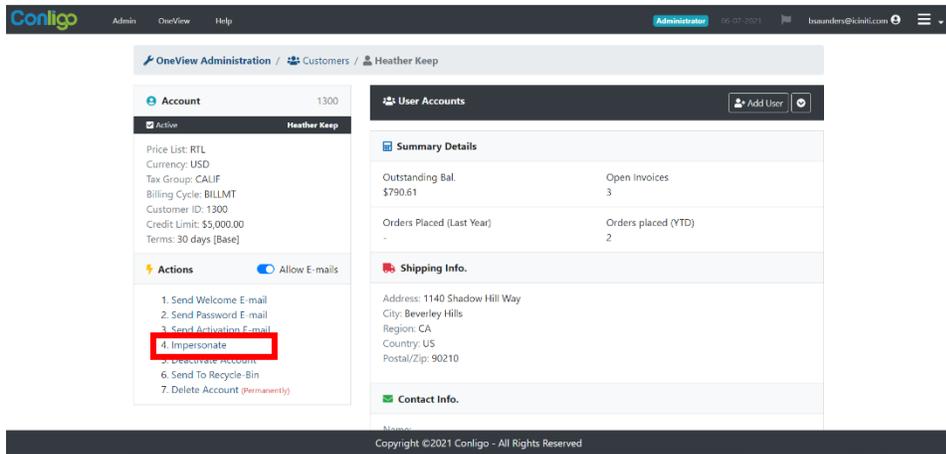
Log into the OneView portal as an administrator, and then click customers to view the current list of customers. Your Sage 300 customers have been set up in OneView with unique user accounts providing them with the ability to login, view and pay their outstanding invoices, view invoice, payment, and order history, and place new orders.



Find the relevant customer whose account you want to checkout through, and click on “Edit” to view the customer’s history, and edit their settings.

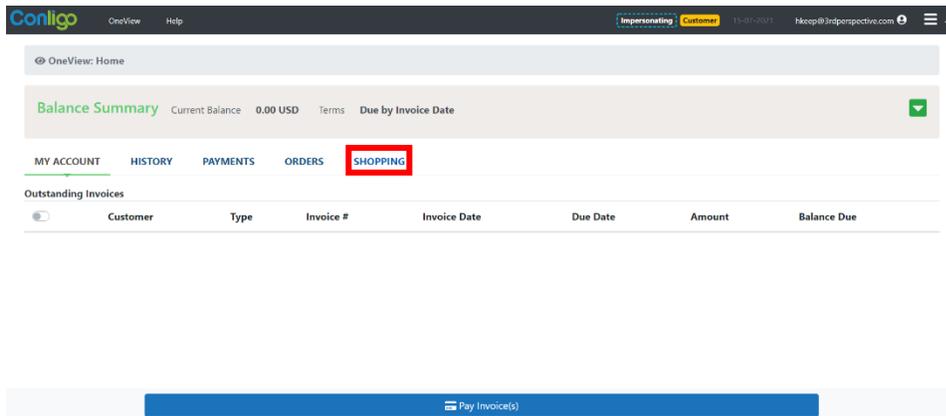


To see the OneView from a customer's point of view, click impersonate you will be able to browse the portal as if you were that customer. In actuality, your business' customers would have an account to login with, and would be taken directly to their customer portal.

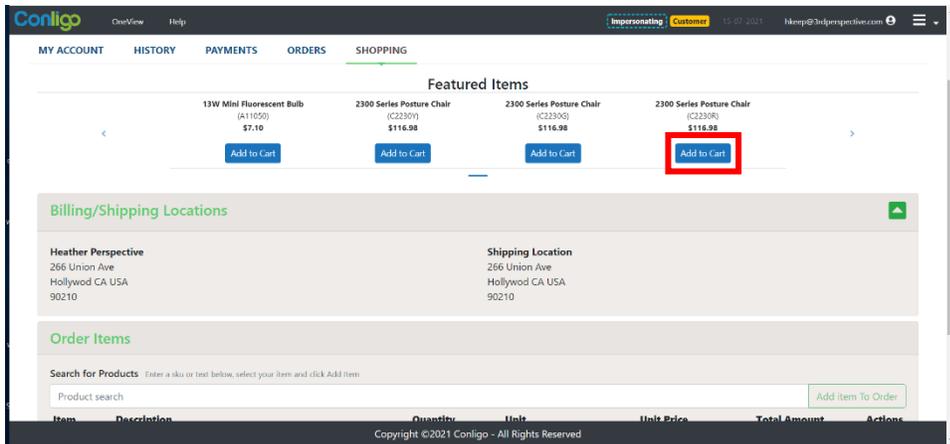


OneView Shopping

Here, the customer can view their account's standing, as well as their order and payments history. To place an order through the OneView portal, click on shopping.



Placing an Order

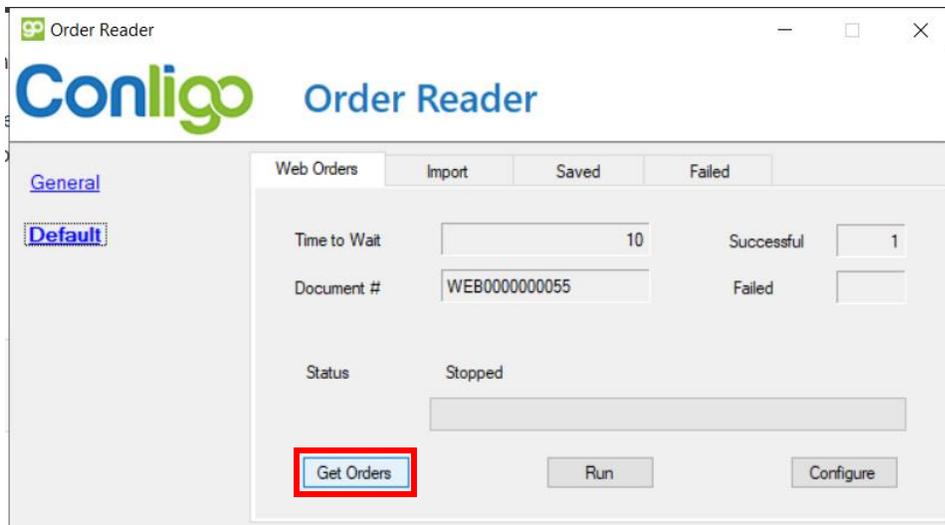


For the products the customer wants to buy, they will click “Add to Cart”, and then submit order at the bottom of the page. This will prompt a checkout screen where the customer can choose Credit Card and enter the required details. These screens are fairly intuitive, and have not been pictured for security’s sake.

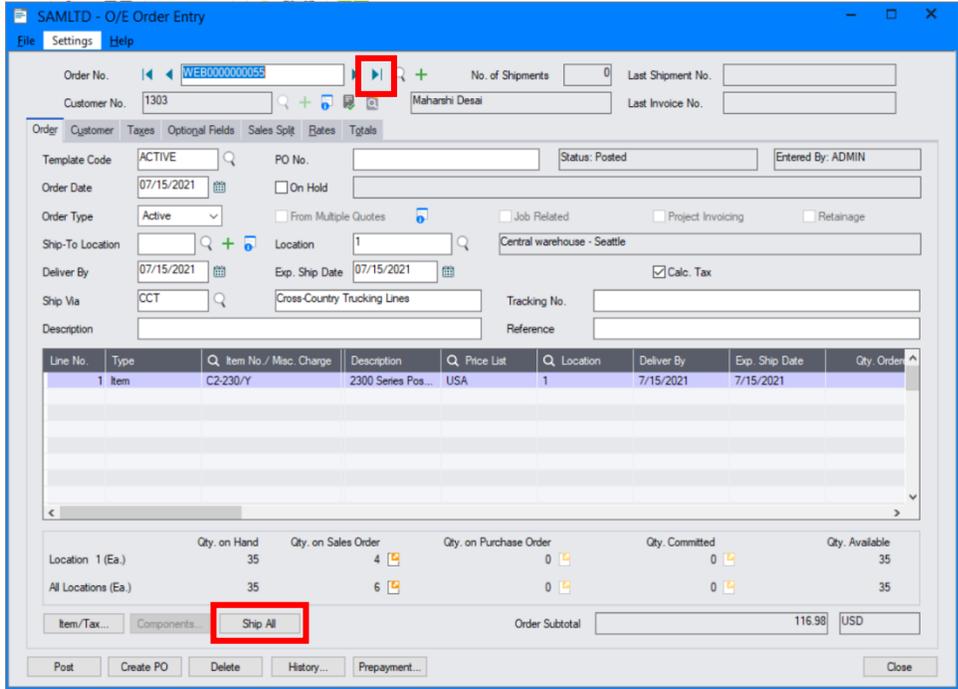
OneView Order Processing in Sage 300

Order Reader Order Import and Invoice Creation

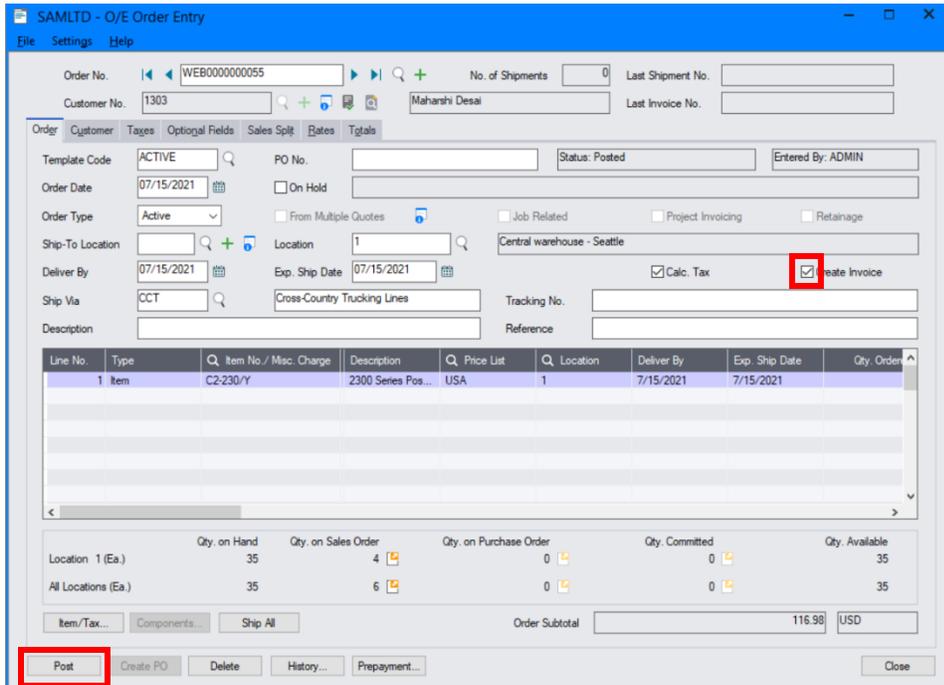
Once an order is placed in OneView Shopping, it becomes available for import into your Sage 300 system via the Conligo Order Reader application which is installed in your Sage 300 environment. Conligo Order Reader is configured to pull new orders every 60 seconds, although the interval can be re-configured, and maintains a running count of every new order read into Sage 300:



Once the order has been successfully imported into Sage 300, it can be converted into an invoice at the desired point in your organization’s workflow. For example, you may wish to convert it once all the items on the order have been shipped. This is a typical scenario for many businesses. You first want to click the right arrow and ensure the order number is correct, and then proceed by marking the order as shipped. To illustrate:

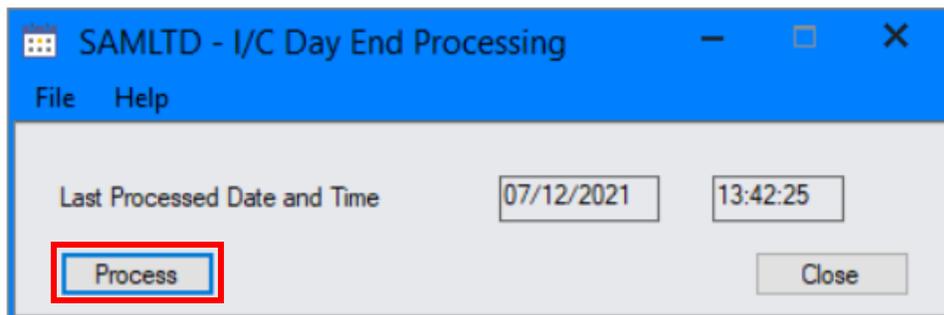


Click the create invoice checkbox, and then click post in the bottom-left corner.



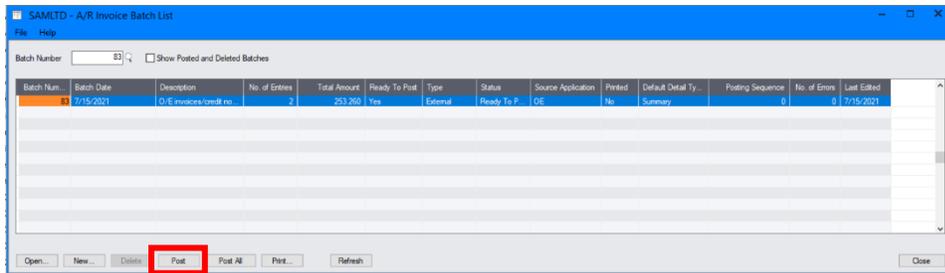
Day End Processing

Using the I/C Day End Processing screen in Inventory control, you can perform Day End Processing. This should be performed daily to keep audit trail and reports up to date. All transactions posted since the last time day end processing was run are processed depending on the options you have configured for Inventory Control, Order Entry, and Accounts Receivable. Relevant to OneView Order Processing, is the creation of a batch of Accounts Receivable summary invoices posted from Order Entry transactions using the next available Accounts Receivable batch number. It also creates the invoice posting journals in Order Entry for the new day-end sequence number. At this point, the invoice batch created via day end processing should be posted prior to capturing payment on orders using Conligo Pay.



Post the Invoice Batch

Within the A/R transactions tab in Sage 300, the Invoice Batch list module will be used to post the invoice and keep the invoice matched with the order. Start by clicking the refresh button in the menu of buttons at the bottom, followed by the "Post" button to post the invoice.



Conligo Pay - Capturing Payment on Orders

In most cases, businesses configure OneView to perform payment authorizations on orders coming in from OneView. The authorized amounts can be captured on the invoices posted to the invoice batch in the previous step using the Conligo Pay Capture module. Any preauthorized order amounts from OneView will be displayed on the Preauthorized O/E Invoices tab:

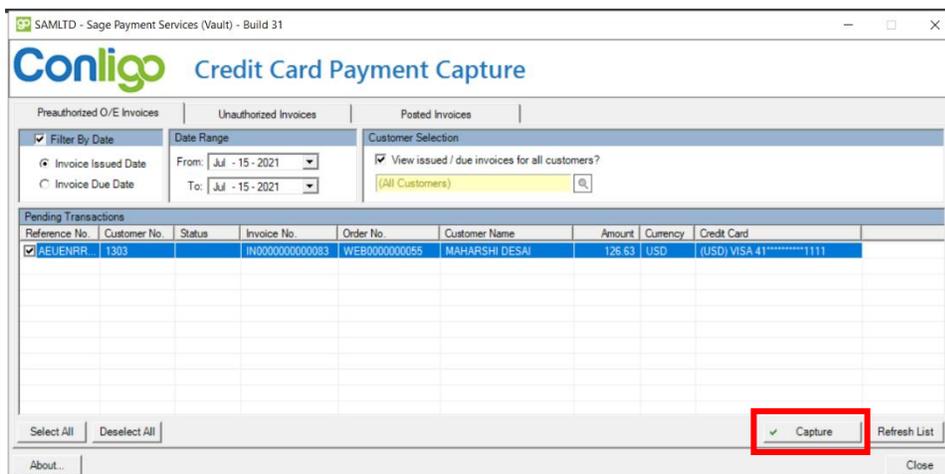
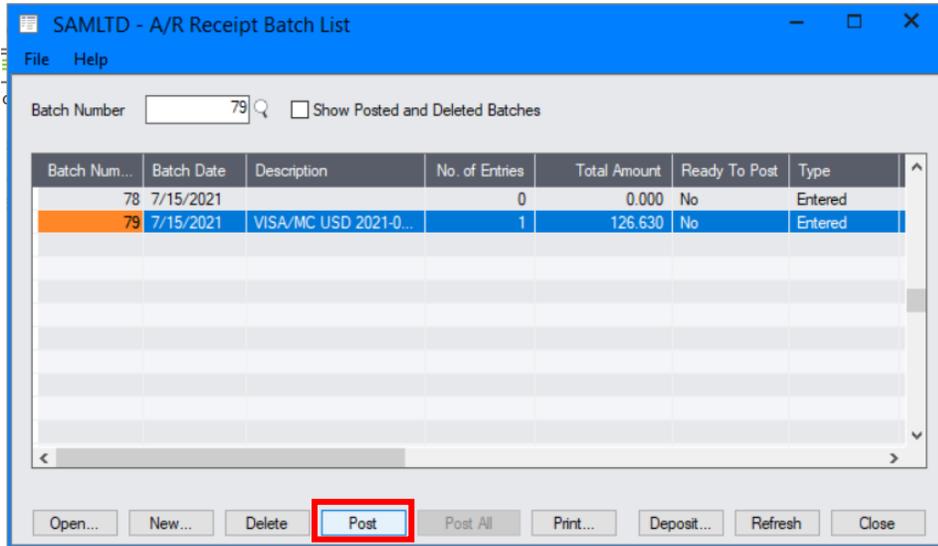


Figure 1 The Capture Module in Conligo Pay

Clicking Capture will consume the authorization(s), assuming it was for enough, and is also able to make the Receipt Entry. Note, any captures done **prior** to posting the Invoice Batch will result in needing to use the Conligo Pay Pending Receipts module to create those receipts later.

Attaching Receipts to Invoices

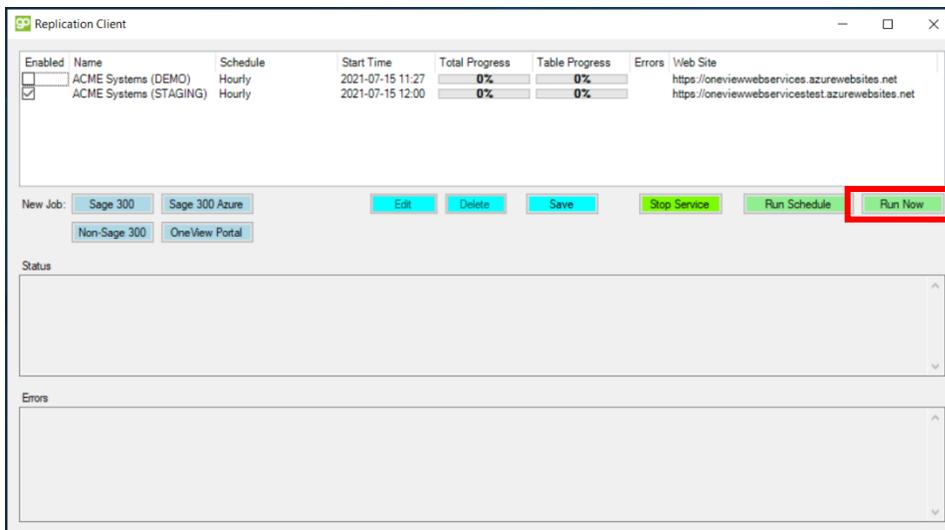
Running the Sage 300 Receipt Batch list action in Accounts Receivable will attach the payment receipts created in the last step to the invoice(s), marking the invoice(s) as paid.



OneView Order Status Update

Part of your OneView installation is the configuration of Conligo Data Replication which is responsible for keeping your OneView Customer portal in sync with your Sage 300 data. Replication is usually configured to be run once a day but can be configured to run more frequently depending on the unique business requirements of each customer.

Once replication runs, the new invoice(s) will become part of the History for your customer in OneView. That is, the customer will see a record of the Order on the Orders tab and be able to easily re-order. Customers will also be able to see a record of the payment on the Payments tab and a record of the paid invoice on the OneView portal.



OneView Order Report

From the OneView Administration dashboard, it is possible to run an order status report with the ability to filter by dates and order statuses. The ability to search by order number is also supported. Administrators can use this feature daily to get the list of orders requiring action in Sage 300. Customers can run similar reports for their order histories.

ORDER STATUS REPORT

Search From 30-Mar-2021 To 30-Jun-2021 Status ALL

Click the **ORD**... row, to view the individual order details

Order Number	Customer Number(s)	Shipping Number	Order Date	Order Export Status
WEB0000000046	1302		30-Jun-2021	NEW
WEB0000000040	1302		09-Jun-2021	SUCCESSFUL
ORD0000000069	1302		08-Jun-2021	FAILED
ORD0000000070	1302		08-Jun-2021	SUCCESSFUL

- NEW – Order is awaiting import into Sage 300
- SUCCESSFUL – Order has been successfully imported into Sage 300
- FAILED – Order was not imported into Sage 300 due to an issue with the order contents. Call Conligo Support Desk for assistance.

For any support about anything covered or not covered in the document, feel free to call Conligo Support Desk for additional assistance.

Processing Invoice Payments made in the OneView Portal

This next section describes the workflow in the case where an order originates in Sage 300, a commonplace scenario for Sage 300 users. Once the order has been converted to an invoice, the Inventory control day end processing activity will take the OE Invoices into Account receivable Invoices, adjust inventory levels, etc. At some point in the day, the user will want to run an A/R Invoice Batch list to post the invoices as described in section “Post the Invoice Batch”. Invoices are now ready for payment in the OneView portal.

OneView Outstanding Invoices Update

Once replication runs the new invoices will propagate to the OneView portal, making them available for payment by your customers.

MY ACCOUNT	HISTORY	PAYMENTS	ORDERS	SHOPPING		
Outstanding Invoices						
Customer	Type	Invoice #	Invoice Date	Due Date	Amount	Balance Due
Brett Mair 1301	Invoice	IN0000000000067	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	253.26 USD	253.26 USD
Brett Mair 1301	Invoice	IN0000000000068	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	38.43 USD	38.43 USD

Making a Payment in OneView

When an invoice is paid by a customer in OneView, they receive a confirmation on screen as well as an email acknowledging that a payment had been made.

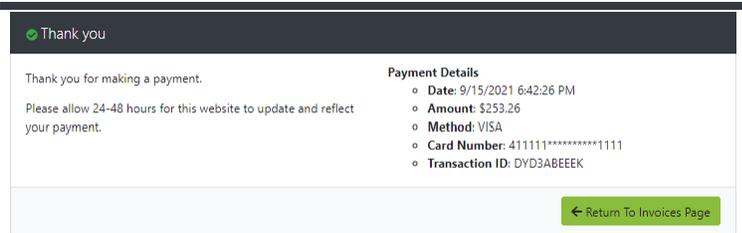


Figure 2 Payment confirmation

At this point, the state of the invoice flips to “pending” so that it cannot be selected again for payment:

MY ACCOUNT	HISTORY	PAYMENTS	ORDERS	SHOPPING		
Outstanding Invoices						
Customer	Type	Invoice #	Invoice Date	Due Date	Amount	Balance Due
(Pending) Brett Mair 1301	Invoice	IN0000000000067	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	253.26 USD	253.26 USD
Brett Mair 1301	Invoice	IN0000000000068	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	38.43 USD	38.43 USD

Figure 3 Pending state of invoice

Importing Online Payments

To process these payments the billing administrator should log into Sage 300 and run the Conlgo Pay Online Invoice Receipts Module. Click the Download button. This action retrieves invoice payments (authorizations) made by customers through the OneView customer portal.

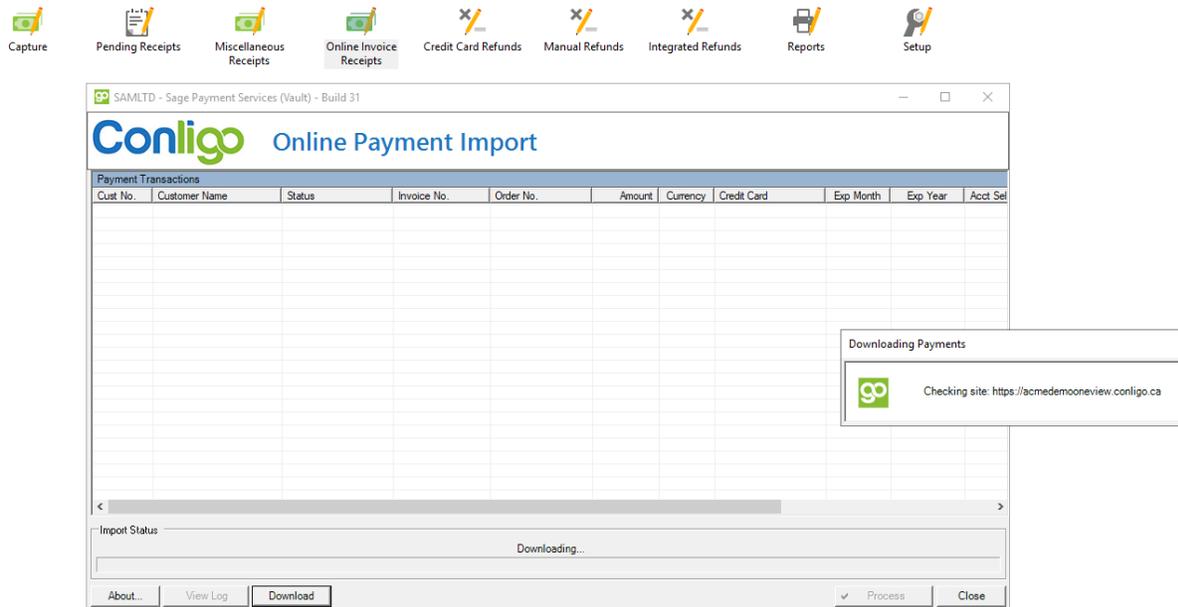


Figure 4 Checking for online payments

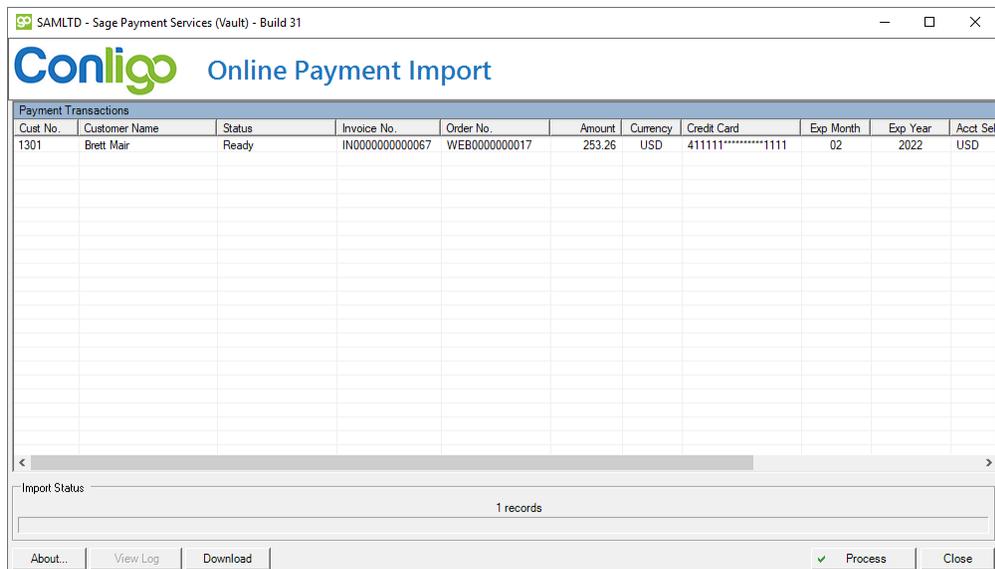


Figure 5 Payments ready for Processing

Clicking the Process button completes the payment (captures) and writes the receipt entries into Sage 300.

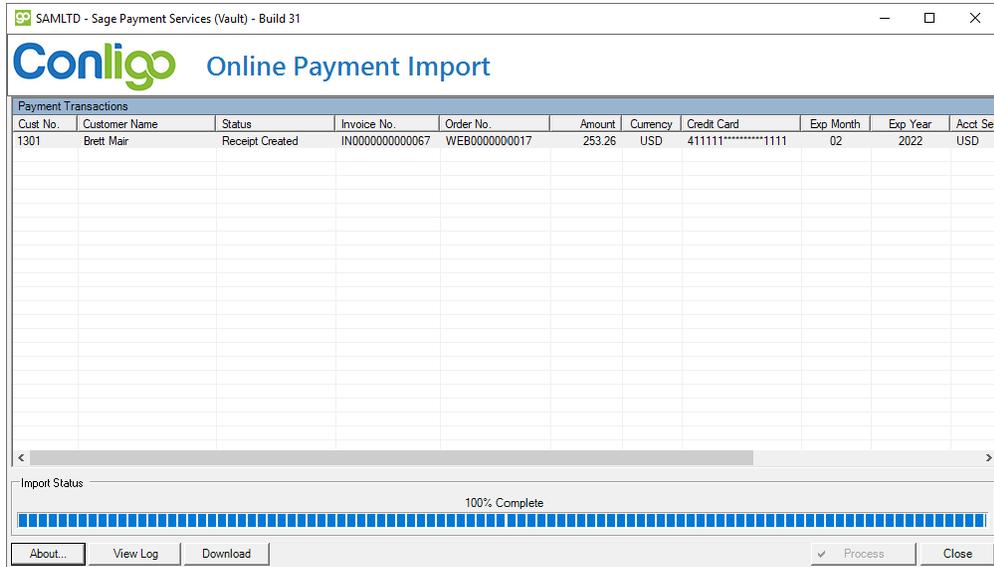


Figure 6 Capture and Create Receipt

Attaching Receipts to Invoices

Running the Sage 300 Receipt Batch list action in Accounts Receivable will attach the payment receipts created in the last step to the invoice(s), marking the invoice(s) as paid. Finally, once the replication process run again as described in section “OneView Order Status Update”, a record of the payment will become available in OneView, and the invoice will no longer appear in the list of outstanding invoices for the customer.